

# CODE OF ETHICS & PROFESSIONAL CONDUCT

For Members – Effective as of October 2022

## **INTERPRETATION**

These provisions shall be read with all changes of number or gender required of the context.

## **DEFINITIONS**

- “Act” means the *Cosmetology Act*, 2012, c. 39, s. 1.
- “Association” means the Cosmetology Association of Nova Scotia.
- “Board” means the Board of Directors of the Association.
- “By-Laws” means the By-laws enacted by the Association as authorized by the *Act*.
- “Code” means this Code of Ethics & Professional Conduct.
- “Cosmetology” means the provision of services as defined in the *Act*.
- “Discipline Committee” means the committee charged with the responsibility of the enforcement of this Code in accordance with discipline procedures.
- “Director” means an individual elected to the Board of Directors by the Membership.
- “Executive Director” means the person hired to oversee and manage the day-to-day operations of the Association.
- “Member” means any individual licensed in accordance with the *Act* and the By-laws.

## **PURPOSE**

The purpose of this Code is to identify those professional obligations that serve to protect the public in general, and customers (clients) in particular. The Code is also designed to clearly identify the expectations of Members with respect to other Members and the profession of Cosmetology.

- *Legal*: A Member shall abide by the *Act* and By-laws, and all other applicable legislation.
- *Representation*: A Member shall not make any representation on behalf of the Association unless so authorized by the Board.
- *Enforcement*: A Member shall be subject to discipline where that Member has behaved in a manner unbecoming to the profession or has violated any provision of this Code, the *Act* or its By-laws.

## **Responsibility of Members:**

1. A Member will treat fellow Members with courtesy and respect.
2. A Member shall not use misrepresentative tactics or make disparaging comments about another Member’s work or ability to secure new clients.
3. A Member will only make a complaint against another Member in accordance with discipline procedures.

4. A Member will not make a professional judgment of another competitor/Member's work on behalf of a customer unless the other Member is first informed.
5. A salon owner or manager will not use socially unacceptable or discriminatory hiring practices and will provide a safe and healthy working environment.

### **Responsibility to the Public:**

1. A Member will not perform any work or procedure for which the Member is not qualified.
2. A Member will keep tools, equipment, and place of work in a safe and sanitary condition and shall meet the standards for infection control as prescribed by the Association.
3. A Member will perform all services competently and according to professional standards of safety and health.
4. A Member will behave in an open, fair, and courteous manner when responding to a complaint by a client. If a satisfactory resolution of the complaint is not reached, the Member should refer the complainant to the Association.
5. Any advertising or promotion will be truthful and based on fact.
6. A Member will not withhold services based on discrimination with respect to race, colour, creed, religion, age, or gender.

### **Responsibility to the Profession:**

1. A Member shall keep informed of this Code.
2. By their actions and comments, Members will promote and support the objects of the Association.
3. A Member shall recognize that the self-disciplinary and exclusive licensing nature of the Association is a privilege. Accordingly, the Member has a responsibility to merit retention of this privilege. Therefore, a Member shall report to the Board unbecoming professional conduct by another Member.
4. Members are encouraged to make their concerns and ideas regarding the profession and the Association known to the Board Chair and/or the Executive Director.
5. The professional actions and behaviour of Members place the Association in a positive light and maintain the good reputation of the Association and its ability to serve the public interest.

### **Professional Development:**

1. A Member will maintain their knowledge of new techniques, trends and technological developments where specific expertise is claimed, through devoting a reasonable amount of time to skill and knowledge upgrading each year.
2. A Member will maintain their license in good standing and practice only as authorized by such licence.

## **DISCIPLINE PROCEDURES**

1. Any Member or the Executive Director upon the request of any other person may submit a complaint regarding a violation of this Code, the *Act* or its By-Laws.
2. Such complaint shall be in writing and signed by the complainant and shall be submitted to the Executive Director.
3. All complaints shall be dealt with in the strictest of confidence.
4. The Executive Director shall attempt to resolve the matter to the mutual satisfaction of both parties within 30 days of receipt of the complaint.
5. After 30 days, all unresolved complaints shall be forwarded to the Discipline Committee for review.